

# Service Information

Mazda Motor Corporation

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Category <b>S</b>	<b>Repair Guidance</b>	Ref. No. R083/13A	Page 1 of 6
Coverage <input type="checkbox"/> Distributor only <input checked="" type="checkbox"/> Please inform your dealers		Date Issued November 19, 2013	
Please convey this information to your <input type="checkbox"/> Director <input checked="" type="checkbox"/> General Manager <input checked="" type="checkbox"/> Warranty Dept. <input checked="" type="checkbox"/> Parts Dept. <input checked="" type="checkbox"/> Training Dept. <input checked="" type="checkbox"/> Field Rep.		Date Revised October 16, 2017	
Applicable Model  CX-5 (KE)		Applicable Countries or Specifications  Worldwide	

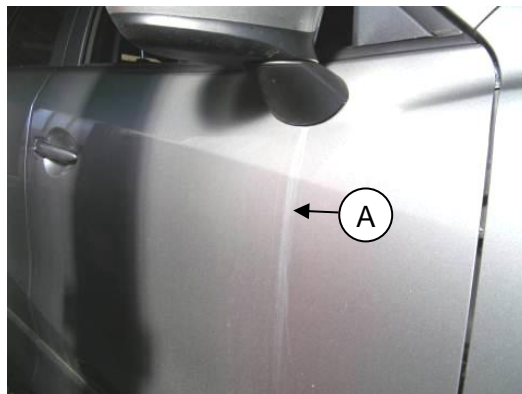
**REVISED**

**Revision Note:** Some vehicles after the mass-production change may exhibit the same concern. To improve this concern, an additional measure has been added in "REPAIR INFORMATION".

## Subject: White Stains under Power Outer Mirror Base

### DESCRIPTION

Some vehicles may exhibit white stains (A) running down from inside the power outer mirror base along the front door panel surface.



### CAUSE

Since it is designed to drain water from inside the power outer mirror to outside the door, water containing white corrosion generated inside the power outer mirror base runs down along the door panel surface, causing poor appearance.

### MASS PRODUCTION CHANGE

The shape of the gasket for the outer door mirror base has been changed so that water drains to inside the door.

### Subject VIN & PRODUCTION DATE RANGE

#### Vehicle Type A (Before modification of the gasket)

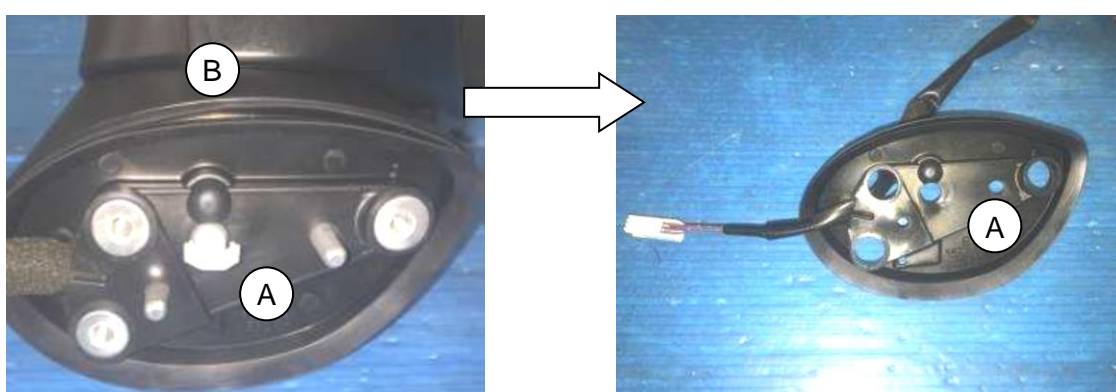
Spec.	VIN Range		Production Date Range
Australia	JM0 KE**** **	118881 - 225624	Jul. 24, 2012 - Oct. 1, 2013
General (R.H.D.)	JM6 KE**** **		
General (L.H.D.)	JM8 KE**** **		
Israel	JMZ KE**** **	131396 - 251446	Jul. 24, 2012 - Oct. 1, 2013
Europe (L.H.D. & UK Specs.)	JMZ KE**** **		
US (2013 - 2017 MY)	JM3 KE**** **	138997 - 398338	Jul. 24, 2012 - Oct. 1, 2013
China	JM7 KE**** **	118881 - 142378	Jul. 24, 2012 - May 31, 2013
Algeria	KE**** **	118881 - 225624	Jul. 24, 2012 - Oct. 1, 2013

**Vehicle Type B (After modification of the gasket)**

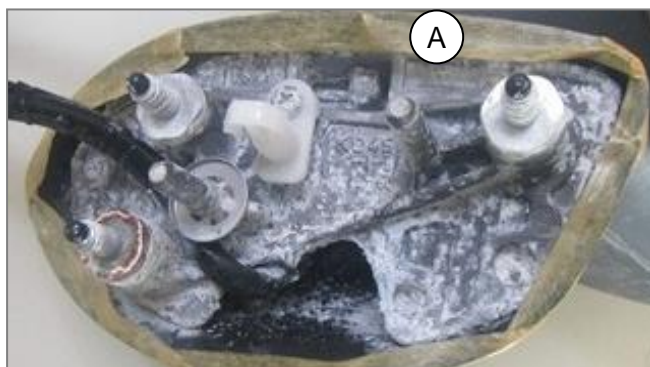
Spec.	VIN Range		Production Date Range
Australia	JM0 KE**** **	225625 - 425651	Oct. 1, 2013 - Feb. 10, 2017
General (R.H.D.)	JM6 KE**** **		
General (L.H.D.)	JM8 KE**** **		
Israel	JMZ KE**** **		
Europe (L.H.D. & UK Specs.)	JMZ KE**** **	251447 - 565480	Oct. 1, 2013 - Feb. 20, 2017
US (2013 - 2017 MY)	JM3 KE**** **	398339 - 921726	Oct. 1, 2013 - Dec. 21, 2016
Algeria	KE**** **	225625 - 239219	Oct. 1, 2013 - Jan. 22, 2014

**REPAIR PROCEDURE**

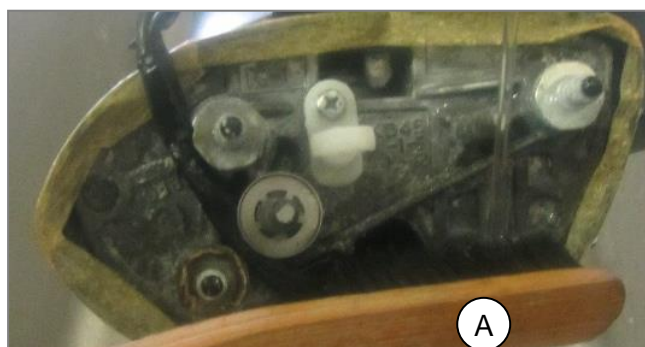
1. Remove the power outer mirror (both sides) according to the instructions in Workshop Manual "POWER OUTER MIRROR REMOVAL/INSTALLATION".
2. Remove the gasket (A) from the mirror base (B).



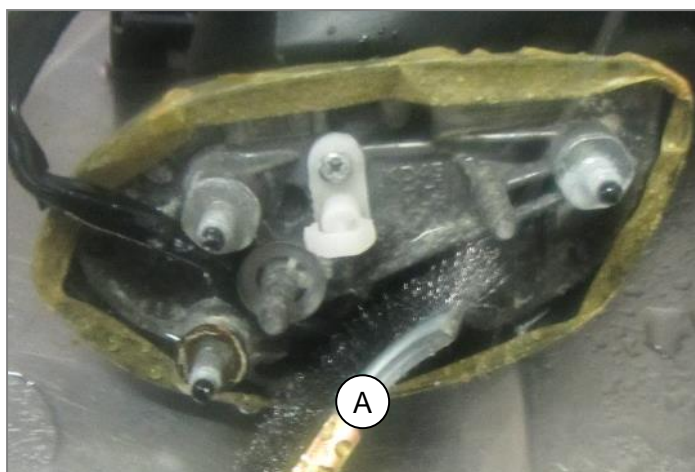
3. **Remove white corrosion from the surface of mirror base. (For both vehicle type A and B)**
  - 1) To prevent scratching during work, put masking tape (A) to the mirror base cover as shown in figure.



- 2) Using a soft brush (A) and water, wash away white corrosion at the bottom of the mirror base  
**NOTE:** Be careful not to let water enter inside the mirror base.



- 3) Using a wire brush (A) and water lightly wash off the bottom of the mirror base.  
**NOTE:** Be careful not to let water enter inside the mirror base.



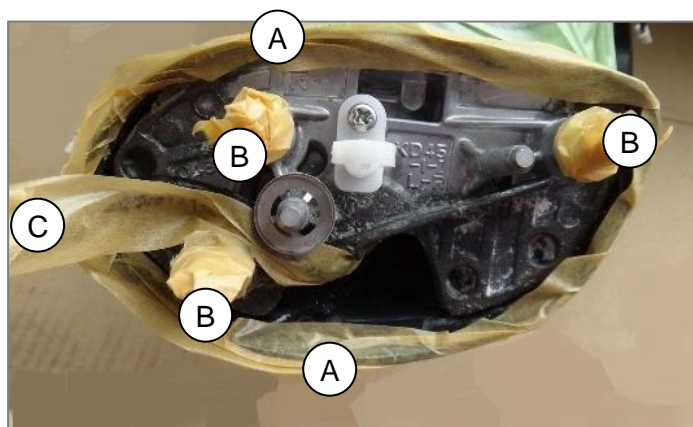
**NOTE:** It is not necessary to remove white corrosion completely from the bottom of the mirror base as it does not cause adverse effect on function and durability of the power outer mirror. It is sufficient to remove white corrosion to the extent that it can be removed by slightly scrubbing with a wire brush.

- 4) Remove the masking tape and then wipe water off the mirror base and let it dry.



**4. Apply wax to the mirror base for corrosion prevention.**

- 1) To prevent wax from adhering to the mirror base cover (A), stud bolts (B) and harness (C), put masking tapes as shown in figure.



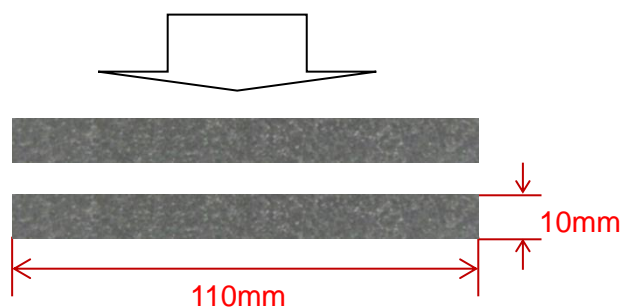
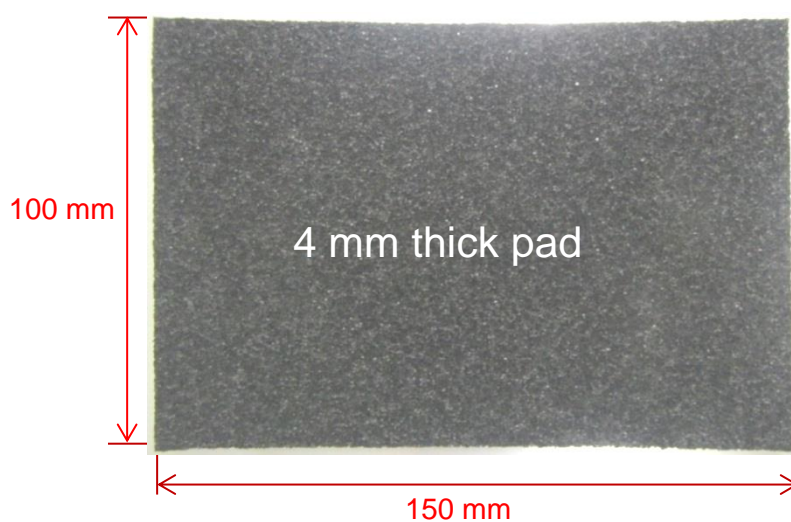
- 2) Apply anti-corrosion wax to the mirror base.  
Recommended anti-corrosion wax:  
Würth Protective Wax Transparent (0893 082) or equivalent



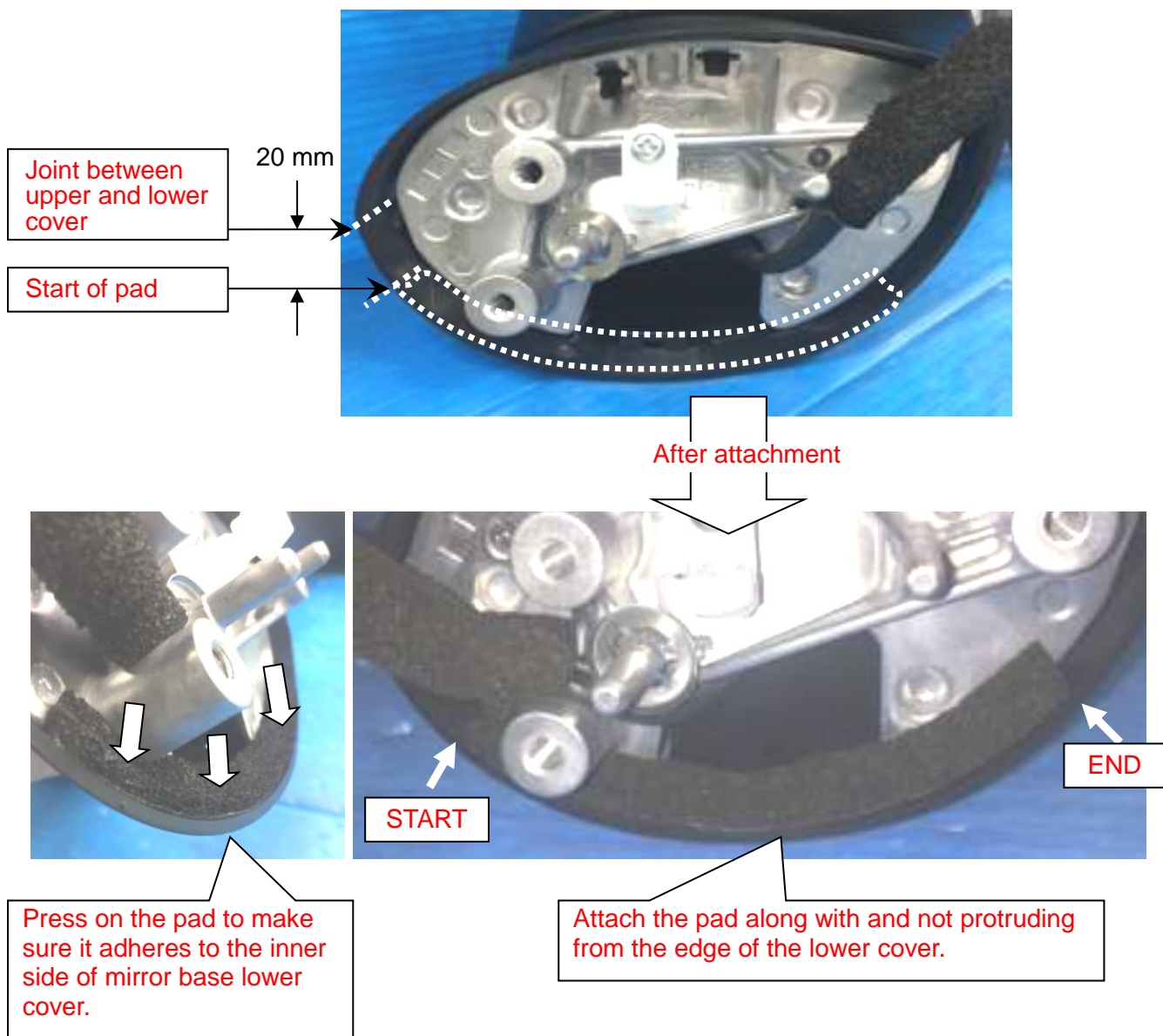
- 3) Let the anti-corrosion wax dry naturally.
- 4) Remove the masking tape.

5. Attach urethane foam pad. (For both vehicle type A and B)

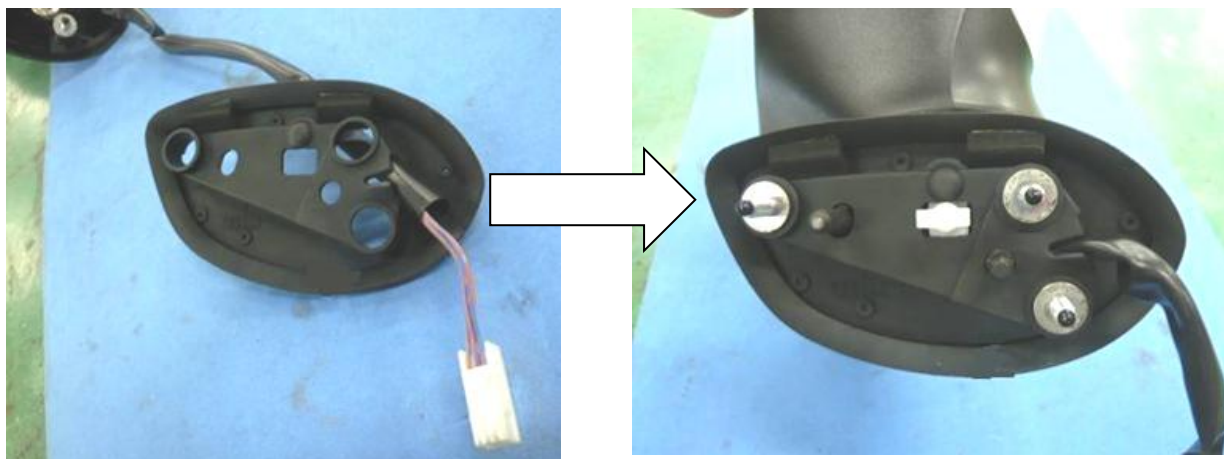
- 1) Obtain a 4 mm thick urethane foam pad from the "Noise Part Kit" (TA01-76-100). Cut the pad into two pieces with the size (110 X 10mm).



- 2) Attach the pad to the inner side of mirror base lower cover starting from 20 mm below the joint between the upper and lower cover as shown in figure.



6. For vehicle type A, install a modified gasket to the mirror base. For vehicle type B, install the old gasket (modified gasket from the production).



**NOTE:** Install the gasket (A) to the mirror base so that the gasket comes under the installation surfaces (B) of mirror base to the door panel as shown in figure.



7. Install the power outer mirror (both sides) according to the instructions in Workshop Manual "POWER OUTER MIRROR REMOVAL/INSTALLATION".

**PART INFORMATION**

Part Number	Part Name	Q'ty	Remark
KR82-69-18Y	Gasket(L)	1	New established part Use this for Vehicle Type A only.
KR82-69-12Y	Gasket(R)	1	New established part Use this for Vehicle Type A only.
TA01-76-100	Noise Part Kit	1	One pad can repair 5 vehicles.

**WARRANTY INFORMATION**

Assembly group	S – Body	
Subassembly group	18 - MIRRORS & VISORS	
Symptom Code	98	
Damage Code	9Y	
Causal Part No.	KR82-69-18Y	
Q'ty	Vehicle Type A	Enter "1"
	Vehicle Type B	Enter "0". It is not necessary to replace with a modified one because the vehicle is already installed with it.
Operation No.& Labor Hours	XXJD6XRX & 0.7H(Both sides) w/o : i-stop XXJD7XRX & 0.8H(Both sides) with : i-stop	
Period Covered	Normal warranty period	
Prior approval necessary	NO	

**NOTE:** Claim the anti-corrosion wax with the sublet "H9" at the first repair only.

**NOTE:** Enter KR82-69-12Y (Gasket (R)) in the related part number for Vehicle Type A only.

**NOTE:** Enter TA01-76-100 (Noise Part Kit) in the related part number only when this part has been newly purchased for this time repair.

Kimiaki Inooka  
Manager, Technical Information Group  
Technical Service Department  
Mazda Motor Corporation  
1D42223620(MC Internal Use)